

What is Medical Matrix, Inc. (MATRIX)?

MATRIX is a diversified claim processor of federal prescription drug programs, who emphasize quality of care and service. MATRIX electronically processes over 600,000 pharmacy claims each year and services CHAMPVA beneficiaries as well as TRICARE, Medicare and other federal prescription programs. MATRIX's network consists of over 45,000 retail pharmacies throughout the nation.

What is the advantage of using MATRIX?

You need only pay your cost share for the medication (after the outpatient deductible has been met) and there are no claims for you to file.

Getting Started – How do I enroll in the MATRIX Program?

There is no enrollment procedure. MATRIX receives the information needed to process your claim from the pharmacy.

If I have other health insurance can I still use MATRIX?

It depends on your other health insurance. If your other insurance does not include pharmacy coverage, you can use MATRIX. Also, you can use MATRIX if your other insurance is a CHAMPVA supplemental plan that pays after CHAMPVA pays. If your other health insurance pays before CHAMPVA then, at this time, you cannot use MATRIX.

How much does it cost me to use MATRIX?

There is no additional charge to you for this service. You will pay only the 25% co-pay once you have satisfied the annual deductible.

Who do I call when I need help with the program?

MATRIX has a customer service center that is open from 8:00 AM to 2:00 PM, Central Time, Monday – Friday, excluding holidays. If you have a specific question about your medication, give them a call. The number is 1-800-880-1377. MATRIX also provides a website to assist with your questions. Go to WWW.MEDICALMATRIX.COM for a complete rundown of the program.

Can I use any pharmacy?

There are over 45,000 pharmacies, including national and local chains, as well as many independents contracted with MATRIX, so there is probably a pharmacy right around the corner from your home that is part of the MATRIX network.

How do I find the nearest pharmacy to my home?

That's very simple. You can call MATRIX 1-800-880-1377 and the customer service representative will tell you where the closest pharmacy is located. If you have access to a computer you can conduct your own search. Type in WWW.MEDICALMATRIX.COM and follow the path to the pharmacy search.

Are there claim forms to fill out?

No. The pharmacy will ask you for basic information: name, address, phone number, birth date and CHAMPVA ID Card number. The pharmacy sends this to MATRIX electronically on a secure line. MATRIX does not share this information with any individual or company other than CHAMPVA.

Is there a yearly deductible?

Yes. CHAMPVA's outpatient deductible is \$50.00 per individual to a family maximum of \$100.00. The CHAMPVA deductible begins January 1st of each year.

How much do I pay?

After you have satisfied the current year deductible, you are responsible for 25% of the total amount allowed by CHAMPVA.

How do I get more information?

- Check our website at WWW.VA.GOV/HAC
- Write us at PO Box 65023, Denver, CO 80206-9023
- E-mail us at HAC.INQ@MED.VA.GOV
- Call 1-800-733-8387, Monday-Friday from 8:15 AM - 6:00 PM Eastern Standard Time.